

August 10, 2009

{first name} {last name}
{street address}
{city, state Zip}

Dear {first name} {last name},

A recent break-in to the MORE office on the 5th floor of the Physical Sciences building at California State University, Los Angeles and theft of two office computers and twelve laptop computers has resulted in the loss of the names and Social Security numbers of 481 former students from the MORE program, including yours. Therefore, the University is sending you this notification as required by California Civil Code 1798.29, commonly referred to as Senate Bill (SB) 1386. This theft of property and information, involving breaking a window to gain access, is a very serious issue for the University. Please accept our sincere apologies.

We have no way of knowing if anyone targeted the confidential information on the stolen computer or will use it for any unlawful purpose; however, this incident may potentially have serious ramifications. For those whose information was stored on the stolen computer, the risk includes fraud and identity theft. The University cannot provide advice on how you should proceed, but can provide the following logistical information.

An option in detecting identity theft is to contact the credit reporting agencies listed below to complete an automated phone-in fraud alert process. When you request a free fraud alert, the agencies will automatically place fraud alerts on your accounts listed with them, and will separately mail you a credit report at no cost. The credit agencies can be contacted at:

- Equifax (800) 525-6285, <http://www.equifax.com>
- Experian (888) 397-3742, <http://www.experian.com>
- TransUnion (800) 680-7289, <http://www.transunion.com>

Visit the Identity Theft Resource Center website (<http://www.idtheftcenter.org/>) to understand the effects of a fraud alert.

Once you receive your credit reports, review them for any suspicious activity. If you see accounts that you did not open or incorrect personal information, call the credit bureau(s) and/or your local law enforcement agency (e.g., city police department) to report fraud. The following resources provide additional information about fraud and identity theft:

- California Attorney General's Office, <http://caag.state.ca.us/idtheft/tips.htm>
- The Federal Trade Commission, <http://www.consumer.gov/idtheft/>
- California Office of Privacy Protection: Identity Theft, <http://privacy.ca.gov/cover/identitytheft.htm>
- California Office of Privacy Protection: Consumer Information, <http://privacy.ca.gov/cover/consumerinfo.htm>

Caution: Be wary of individuals claiming to be affiliated with the University who may contact students, employees, and alumni asking for personal information such as Social Security numbers and/or credit card numbers with PINs. Please do not release any private information in response to any contacts of this nature. Please be aware that Cal State L.A. will only contact those members of the campus community who are affected by this incident, and will only give information about the incident and resources to help prevent possible fraud or identity theft. The University will not ask for any personal confidential information unless it is in response to an inquiry from an affected individual.

For additional information you may visit our website at <http://www.calstatela.edu/security/091023>, or call toll-free (888) 427-6502.

Cal State L.A. is committed to the protection of confidential information. Please be assured that the University is conducting a thorough investigation of this incident and taking action to guard against future information incidents.

Sincerely,

James P. Henderson
Dean, College of Natural and Social Sciences
Jhender3@calstatela.edu